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GODINA/YEAR XV

SARAJEVO, 31.07.2025.

BROJ/NUMBER 1

INFORMACIONO DRUŠTVO

INFORMATION SOCIETY

TELEKOMUNIKACIONA OPREMA, MREŽA I USLUGE, BIH, 2024.

TELECOMMUNICATIONS EQUIPMENT, NETWORK AND SERVICES, BIH, 2024.

Ukupan broj aktivnih fiksnih telefonskih linija dominantnih operatora u 2024. godini iznosio 443 613 što predstavlja pad od 6,2% u odnosu na 2023. godinu.

Total number of fixed telephone lines of dominant operators in 2024 was 443 613 which represents a decreased of 6.2% compared to the 2023 year.

Ukupan broj vlastitih pretplatnika alternativnih operatora u 2024. godini iznosio je 139 432 što pokazuje pad 1,1% u odnosu na prethodnu godinu.

The total number of own subscribers of alternative operators in the year of 2024 was 139 432 which shows an decreased of 1.1% compared to previous year.

Ukupni saobraćaj fiksne telefonske mreže u 2024. godini iznosio je 1 177 330 676 minuta, što pokazuje pad od 17,0% u odnosu na 2023.

The total traffic of fixed telephone network in the year of 2024 was 1 177 330 676 minutes which shows an decreased of 17.0% compared to 2023.

Ukupni domaći odlazni saobraćaj alternativnih operatora u 2024. godini iznosio je 359 167 484 minuta, što pokazuje rast od 71,3% u odnosu na prethodnu godinu.

The total outgoing domestic traffic alternative operators in the year of 2024 was 359 167 484 minutes minutes which shows an increased of 71.3% compared to previous year.

Broj pretplatnika mobilne mreže u 2024. godini iznosio je 3 836 099 što predstavlja rast od 2,3% u odnosu na prethodnu godinu.

The number of mobile telephone subscribers in the year of 2024 was 3 836 099 which represents a increased of 2.3% compared to previous year.

Ukupni odlazni saobraćaj mobilne mreže u 2024. godini iznosio 2 531 263 347, što pokazuje rast od 0,4% u odnosu na prethodnu godinu.

The total traffic of mobile telephone network in the year of 2024 was 2 531 263 347 which shows an increased 0.4% compared to the previous year.

Broj poslanih SMS poruka u 2024. godini manji je za 16,3%, u odnosu na 2023. godinu.

Number of SMS messages sent in the 2024 year decreased by 16.3%, compared to the 2023 year.

Ukupan broj pretplatnika fiksnog interneta u 2024. godini iznosio je 932 223 što pokazuje rast od 2,6% u odnosu na prethodnu godinu.

Total number of fixed Internet subscribers in the year of 2024 was 932 223 which shows an increased of 2.6% compared to previous year.

Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog pristupa u 2024. godini iznosio je 2 197 175 što predstavlja pad od 0,5% u odnosu na 2023. godinu.

Number of subscribers of mobile Internet via a standard mobile broadband access in the year of 2024 was 2 197 175 which represents an decreased of 0.5% compared to the 2023 year.

TELEKOMUNIKACIONI INDIKATORI¹
TELECOMMUNICATION INDICATORS

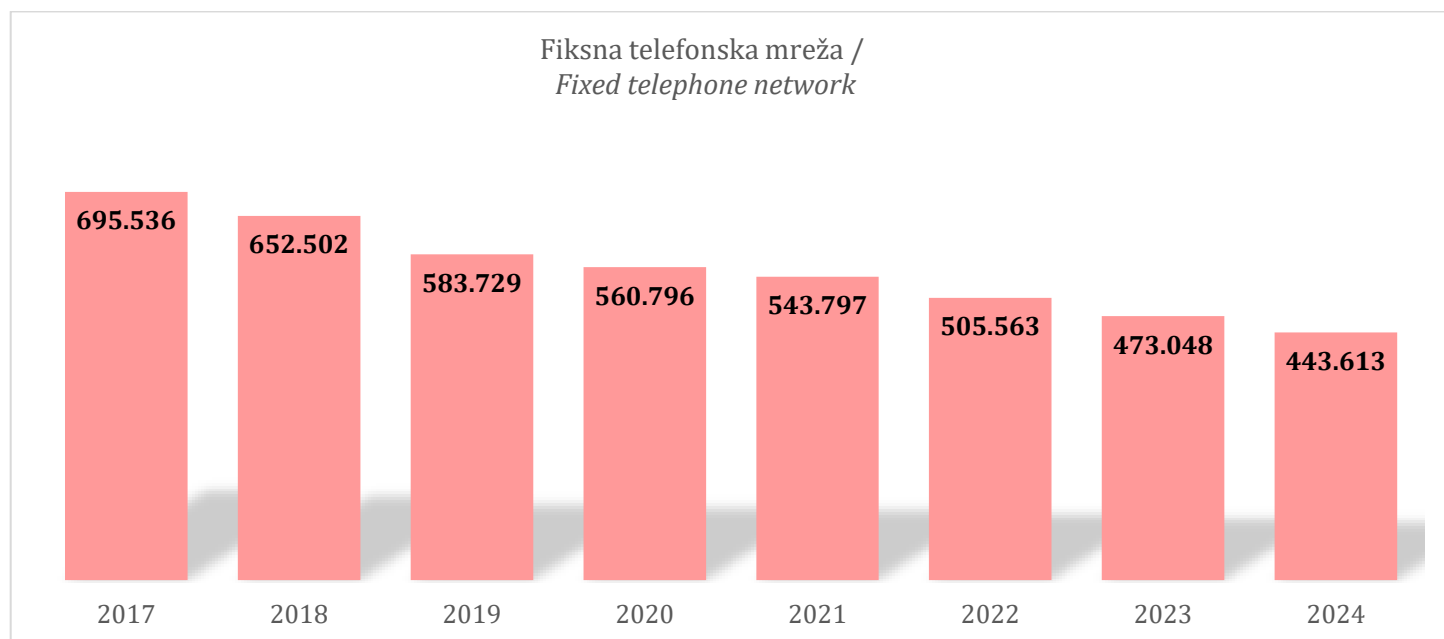
T.1. Fiksna telefonska mreža

T.1 Fixed telephone network

	2024.	
Ukupan broj aktivnih fiksnih telefonskih linija incumbent operatera¹	443 613	Total number of fixed telephone lines of Incumbent operators
Broj aktivnih analognih linija- PSTN linije	201 664	Number of active analog lines- PSTN lines
Broj ISDN linija izraženo u B kanalima	10 676	Number of ISDN lines (expressed in B channels)
Broj pretplata putem fiksne bežične petlje (CLL ili WLL)	8 813	CLL subscriptions
Broj pretplata IP telefonije	222 183	Number of IP telephone subscribers ³
Ukupan broj javnih telefonskih govornica	277	Number of public payphones
Broj linija pretplatnika fizičkih osoba	305 342	Number of main lines which are residential (analog and B channels)
Broj linija pretplatnika pravnih osoba	137 994	Number of main lines which are business (analog and B channels)
Broj alternativnih operatera fiksne telefonije ¹	9	Total number of alternative operators
Ukupan broj vlastitih pretplatnika alternativnih operatera	139 432	Alternative operators -Number of Direct Access Subscribers
Ukupan broj prenesenih fiksnih brojeva sa 31.12. 2023. godine	112 796	The total number off transferred fixed numbers (with 31.12.2023 year)

G.1 Fiksna telefonska mreža-ukupan broj aktivnih fiksnih telefonskih linija inkumbent operatera

G.1 Fixed telephone network- Total number of fixed telephone lines of incumbent operators



¹ Izvor podataka: Regulatorna agencija za komunikacije Bosne i Hercegovine (RAK BiH)

Data source: Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH)

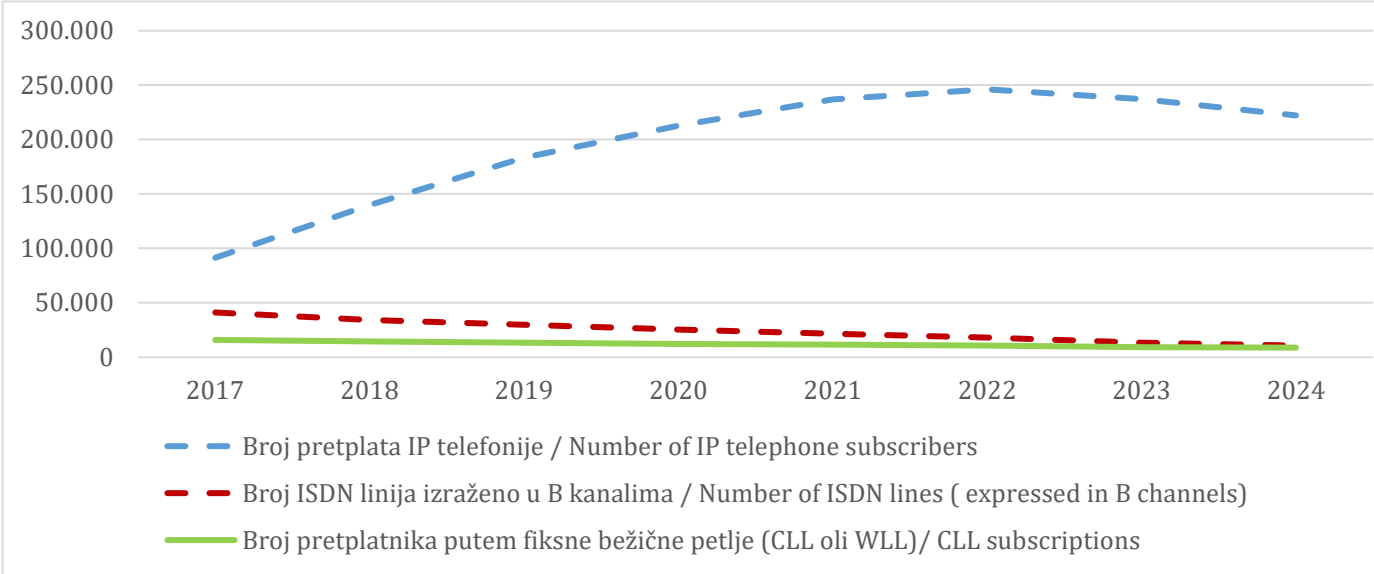
¹ Termin incumbent operatori se odnosi na operatore koji su prije liberalizacije tržišta imali državni (zakonski) monopol; u Bosni i Hercegovini su: BH Telecom, Telekom Srpske i HT Mostar.

The term incumbent refers to operators who had public (legal) monopoly before liberalization markets; in Bosnia and Herzegovina these are: BH Telecom, Telekom Srpske and HT Mostar.

¹ Termin alternativni operatori se odnosi na operatore koji su se na tržištu pojavili nakon početka liberalizacije tržišta i korisnici su dozvole za obavljanje djelatnosti davalaca nepokretnih javnih telefonskih usluga.

The term alternative operators refers to operators that have appeared on the market after the start of the liberalization of the market and customers are licensees for providers of fixed public telephone services

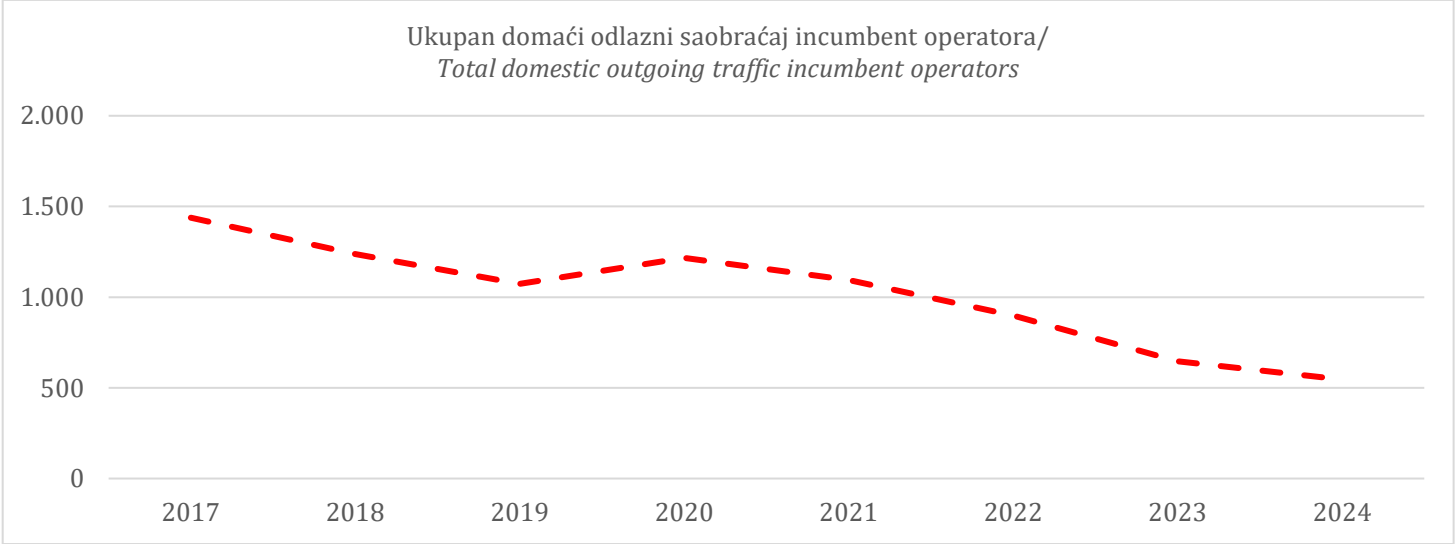
G.2 Fiksna telefonska mreža
G.2 Fixed telephone network



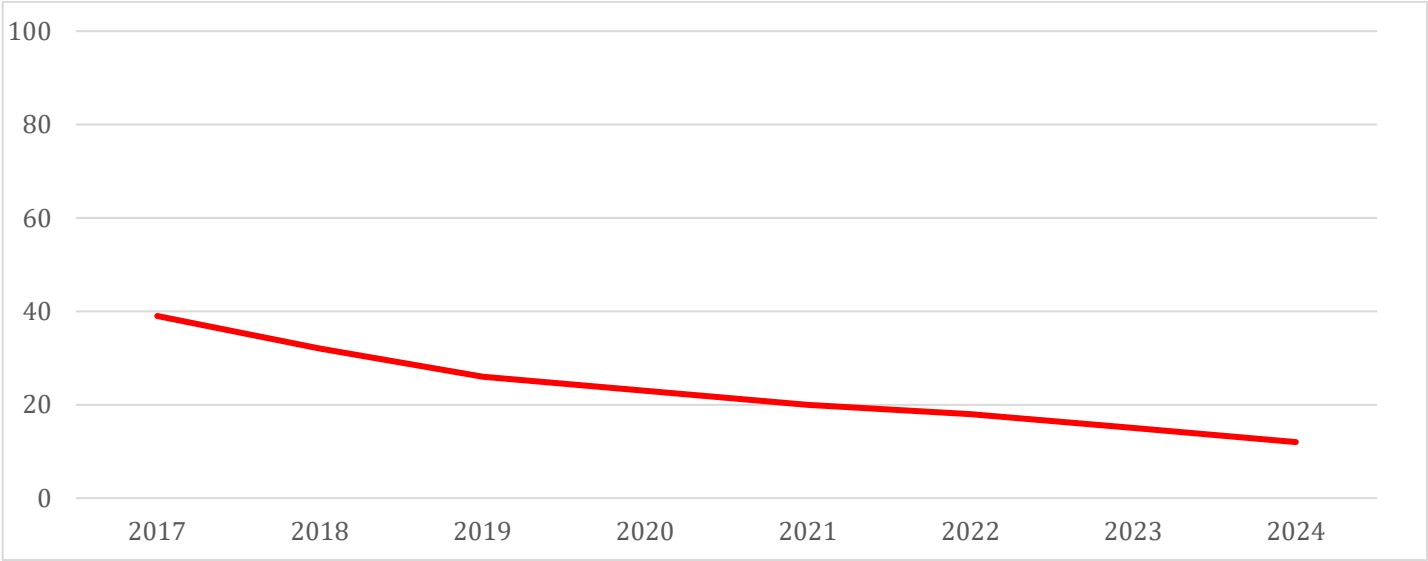
T.1.1. Saobraćaj ostvaren putem fiksne telefonske mreže, incumbent operateri
T.1.1 Traffic accomplished via fihed telephone network, Incumbent operators

	2024.	
Ukupan saobraćaj incumbent operatora (u minutama)	1 177 330 676	Total traffic incumbent operators (in minutes)
Ukupni domaći odlazni saobraćaj (u minutama)	644 386 336	Outgoing domestic traffic SMP operators (in minutes)
Odlazni lokalni i međumjesni saobraćaj unutar vlastite fiksne mreže (u minutama)	443 045 941	Outgoing local and trunk telephone traffic- traffic inside same network group (in minutes)
Odlazni saobraćaj prema drugim fiksnim mrežama u BiH (u minutama)	103 406 087	Outgoing traffic to other fixed networks in BiH (in minutes)
Odlazni saobraćaj prema mobilnim mrežama u BiH (u minutama)	97 934 308	Outgoing traffic to mobile networks in BiH (in minutes)
Međunarodni odlazni telefonski saobraćaj (u minutama)	12 104 899	Interantional outgoing fixed telephone traffic (in minutes)
Međunarodni dolazni telefonski saobraćaj (u minutama)	33 621 401	Interantional incoming fixed telephone traffic (in minutes)
Dial-up internet saobraćaj (u minutama)	487 218 040	Dial up internet traffic (in minutes)

G.3. Ukupan domaći odlazni saobraćaj incumbent operatora (u milionima minuta)
G.3 Total domestic outgoing traffic incumbent operators (in millions minutes)



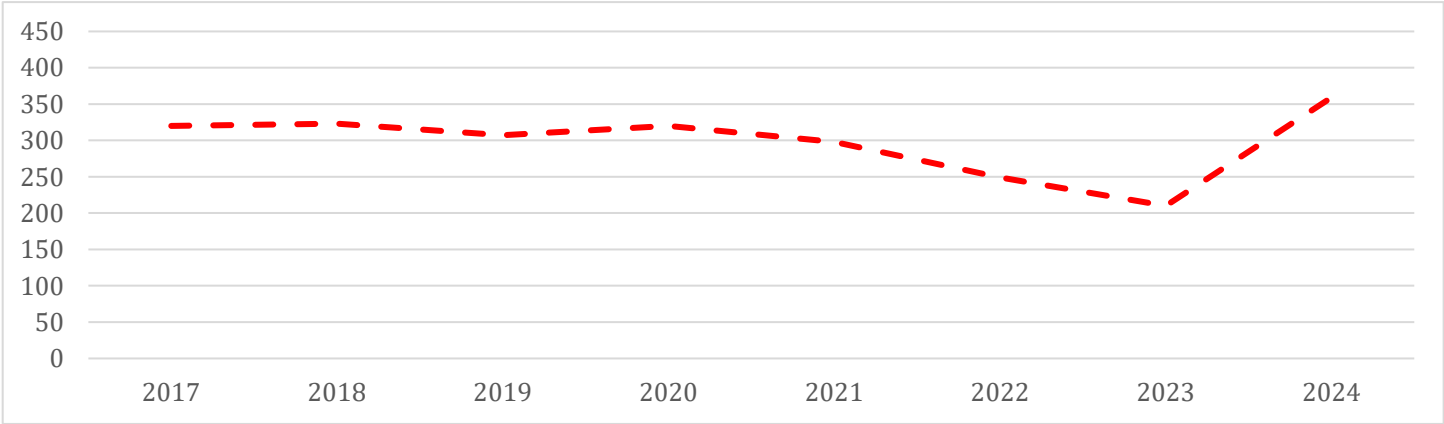
G.4. Ukupan međunarodni odlazni saobraćaj incumbent operatora (u milionima minuta)
G.4 Total Interantional outgoing traffic incumbent operators (in millions minutes)



T.1.2. Saobraćaj (koji su ostvarili altenativni operatori)
T.1.2 Traffic (realised by alternative operators)

	2024.	
Ukupni domaći odlazni saobraćaj alternativnih operatora (u minutama)	359 167 484	Outgoing domestic traffic alternative operators (in minutes)
Međunarodni odlazni telefonski saobraćaj alternativnih operatora (u minutama) ⁴	2 331 161	International outgoing fixed telephone traffic alternative operators (in minutes) ⁵
Međunarodni dolazni telefonski saobraćaj alternativnih operatora (u minutama) ⁵	3 741 526	Interantional incoming fixed telephone traffic alternative operators (in minutes) ⁶
Međunarodni dolazni saobraćaj koji je došao preko alternativnih operatora i završio u fiksnim mrežama dominantnih operatora (u minutama)	9 017 301	International incoming traffic that came through the alternative operators and ended in the fixed networks of dominant operators (in minutes)
Međunarodni dolazni saobraćaj koji je došao preko alternativnih operatora i završio u mobilnim mrežama dominantnih operatora (u minutama)	15 130 810	International incoming traffic that came through the alternative operator and ended in the mobile networks of dominant operators (in minutes)

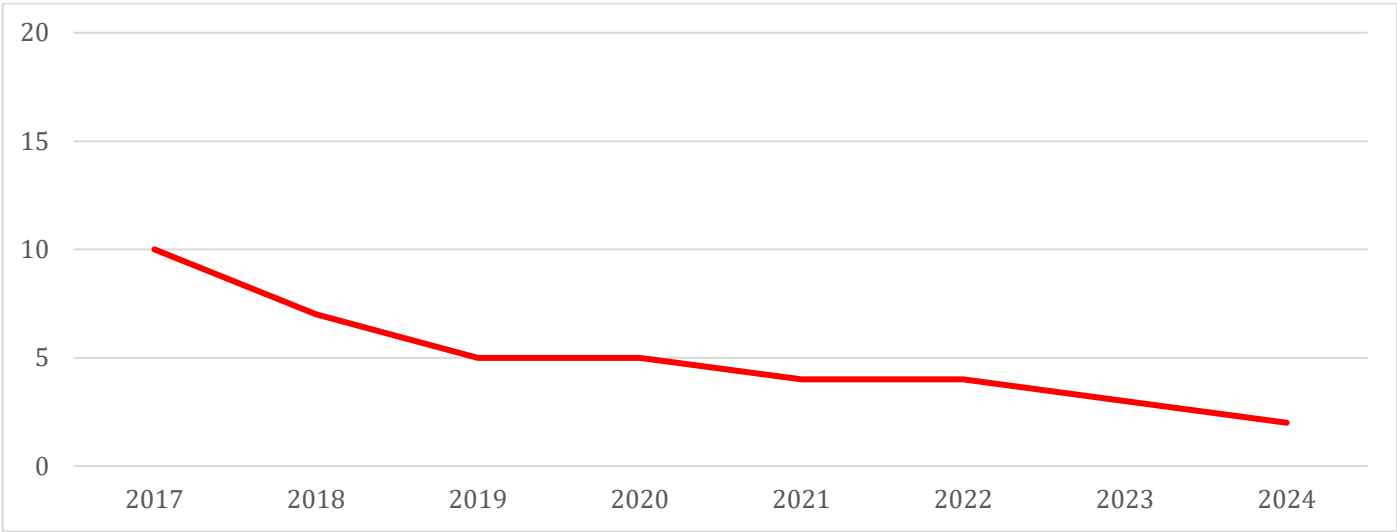
G.5. Ukupan domaći odlazni saobraćaj alternativnih operatora (u milionima minuta)
G.5 Total domestic outgoing traffic alternative operators (in millions minutes)



⁴ Saobraćaj vlastitih pretplatnika i pretplatnika koji koriste indirektni pristup (CS, CPS, telefonska kartica) koji se upućuje ka fiksnim i mobilnim mrežama u inostranstvu.
Traffic of own subscribers and subscribers who use intermediate access (CS, CPS, phone cards) that is beeing redirected toward fix and mobile networks abroad.

⁵ Međunarodni saobraćaj koji dolazi u vlastitu mrežu operatora.
International traffic that uses the own network of telephone provider

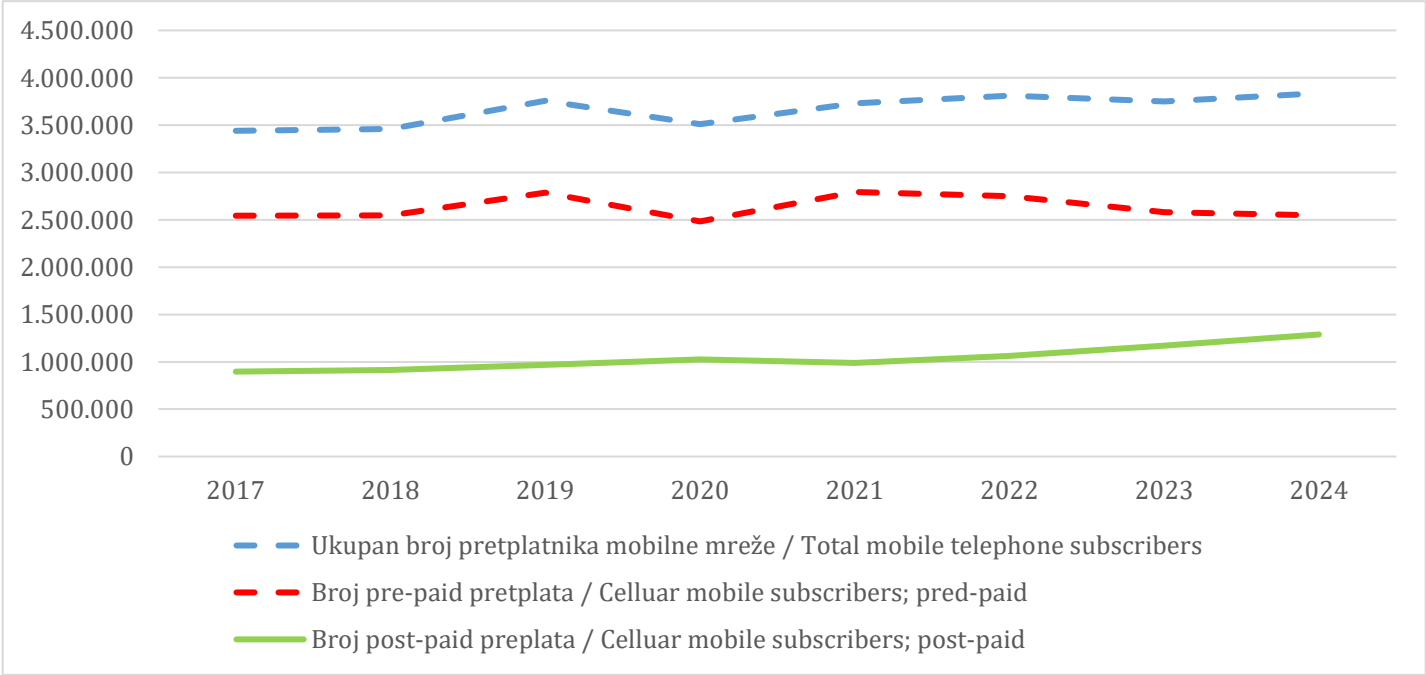
G.6. Ukupan međunarodni odlazni saobraćaj alternativnih operatora (u milionima minuta)
G.6 Total Interantional outgoing traffic alternative operators (in millions minutes)



T.2. Mobilna telefonska mreža
T.2 Mobile Telephone Network

	31.12.2024.	
Ukupan broj pretplatnika mobilne mreže	3 836 099	Total mobile telephone subscribers
Broj pre-paid pretplata	2 547 141	Cellular mobile subscribers: pre-paid
Broj post-paid pretplata	1 288 958	Cellular mobile subscribers: post-paid

G.7. Ukupan broj pretplatnika mobilne mreže
G.7 Total mobile telephone subscribers



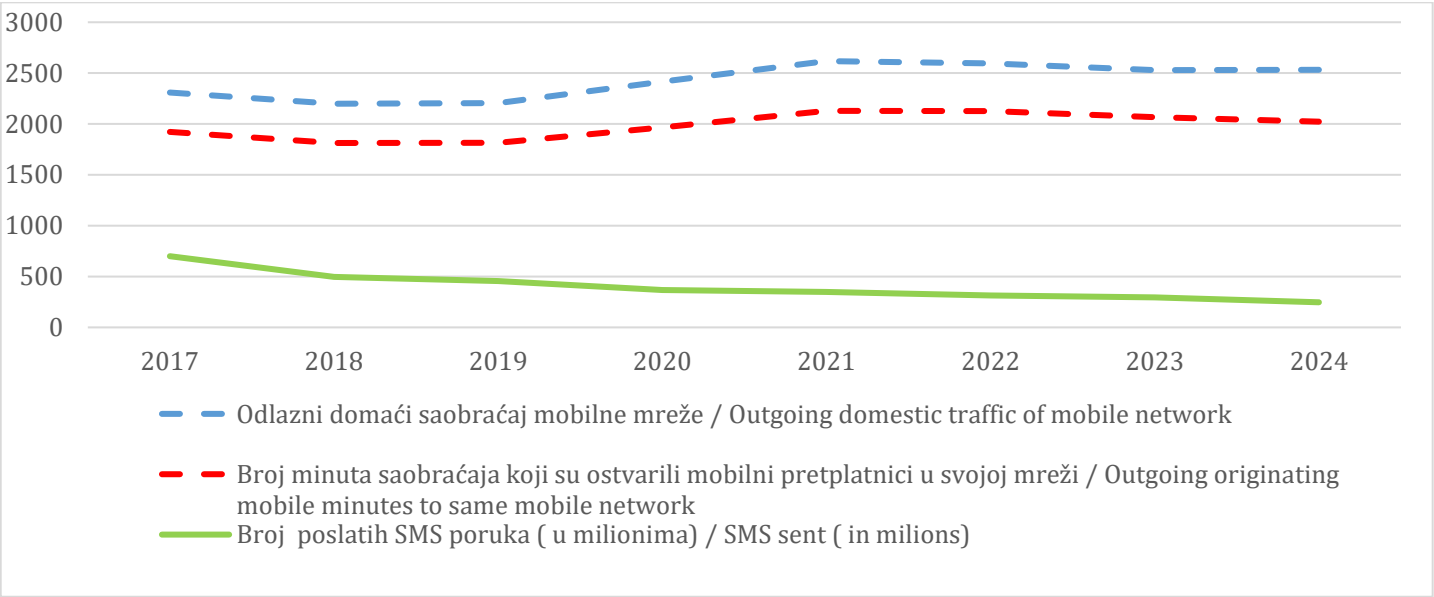
T.2.1. Saobraćaj ostvaren putem mobilne mreže

T.2.1 Traffic accomplished via mobile cellular network

	2024	
Ukupni odlazni saobraćaj mobilne mreže u minutama (domaći saobraćaj), od toga:	2 531 263 347	Total Outgoing traffic of mobile network in minute(domestic traffic), of which:
Broj minuta saobraćaja koji su ostvarili mobilni pretplatnici u svojoj mreži	2 023 867 341	Outgoing/originating mobile minutes to samemobile network.
Broj minuta saobraćaja koji su ostvarili mobilni pretplatnici prema drugim mobilnim mrežama u BiH	370 508 269	Outgoing/originating mobile minutes to othermobile networks in BiH.
Broj minuta saobraćaja mobilna - fiksna	136 887 737	Outgoing mobile minutes to fixed networks
Međunarodni odlazni saobraćaj (u minutama)	61 423 285	International outgoing mobile traffic (in minutes)
Međunarodni dolazni saobraćaj (u minutama)	148 345 481	International incoming mobile traffic (in minutes)
Broj poslanih SMS poruka	247 542 549	SMS sent
Broj poslanih MMS poruka	1 091 752	MMS sent

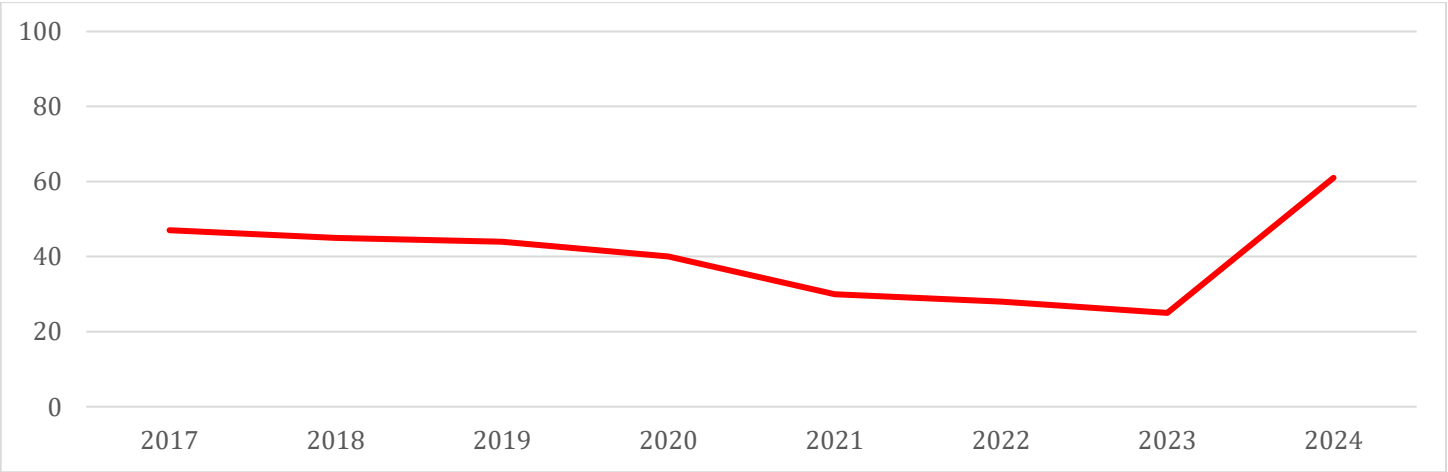
G.8. Saobraćaj ostvaren putem mobilne mreže (u milionima minuta)

G.8 Traffic accomplished via mobile cellular network (in millions minutes)



G.9. Međunarodni odlazni saobraćaj (u milionima minuta)

G.9 International outgoing mobile traffic (in millions minutes)



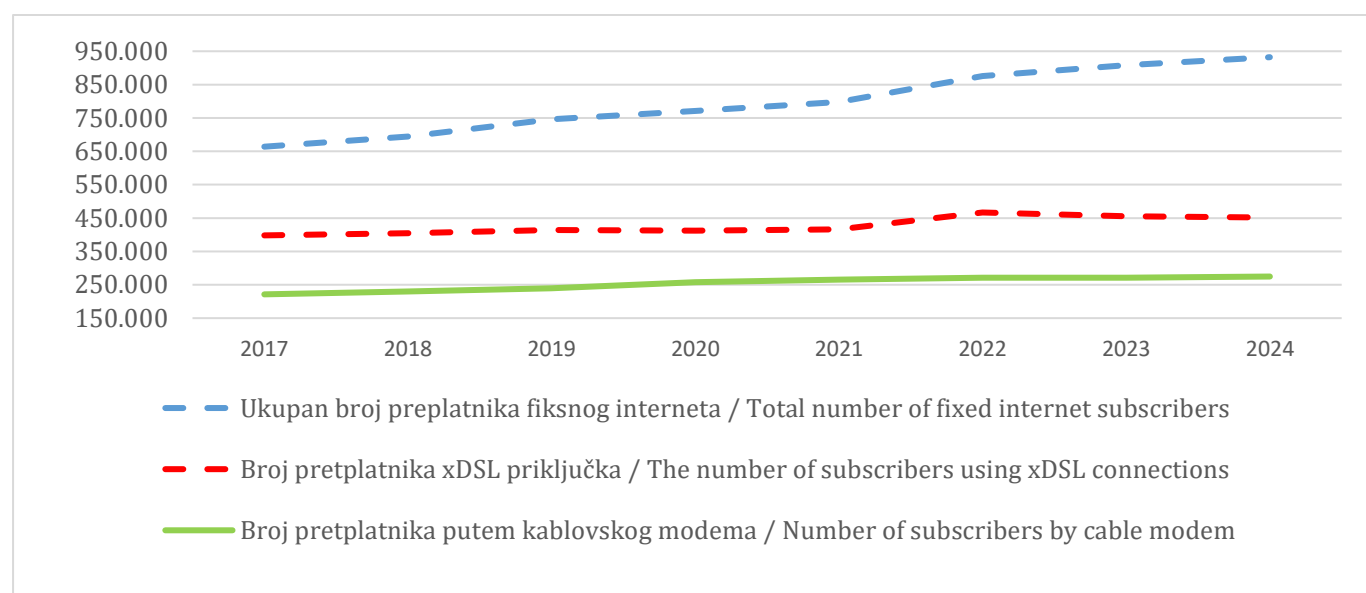
T.3. Fiksni internet

T.3 Fixed internet

	2024	
Broj ISP-ova	60	<i>Number of ISPs</i>
Ukupan broj pretplatnika fiksnog interneta	932 223	<i>Total number of fixed internet subscribers</i>
Broj pretplatnika putem xDSL priključaka	451 776	<i>The number of subscribers using xDSL connection</i>
Broj pretplatnika putem kablovskog modema	274 717	<i>Number of subscribers by cable modem</i>
Broj pretplatnika putem FWA (fiksni bežični pristup) priključaka	69 175	<i>Number of subscribers by FWA (fixed wireless) connection</i>
Broj pretplatnika putem iznajmljenih linija	2 220	<i>The number of subscribers via leased lines</i>
Broj pretplatnika putem FTTH priključaka	134 312	<i>The number of subscribers via FTTH connection</i>
Broj pretplatnika putem ostalih tehnologija	23	<i>The number of subscribers using other technologies</i>

G.10 Fiksni internet

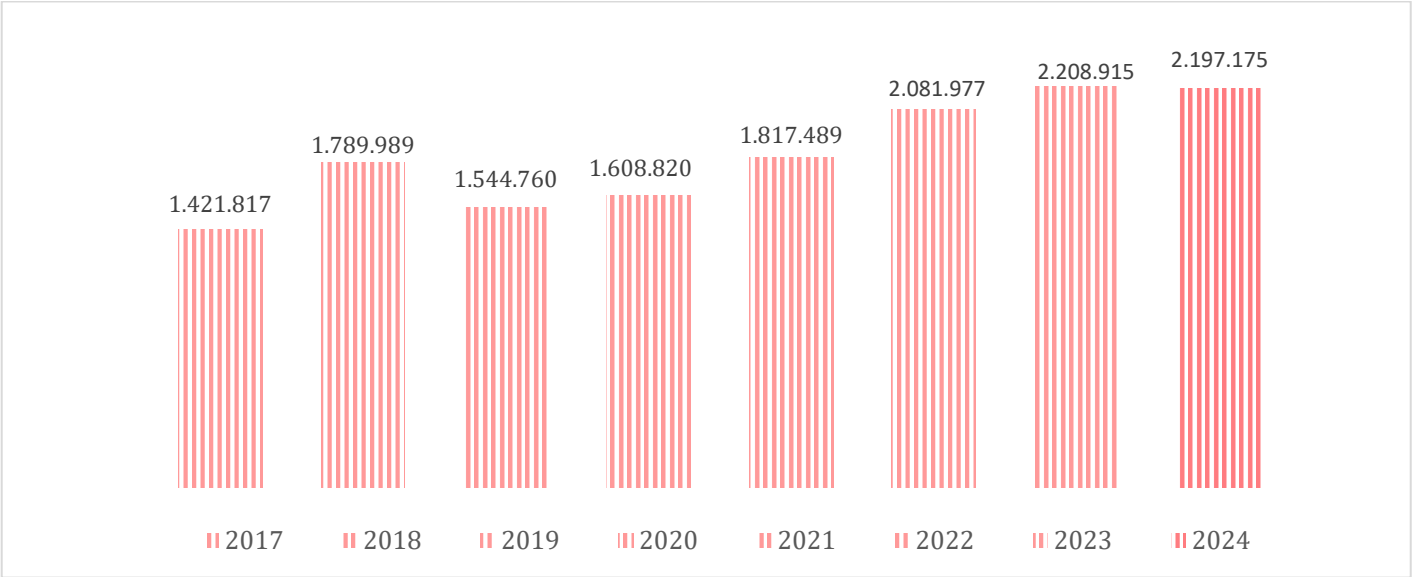
G.10 Fixed internet



T.4. Mobilni internet
T.4 Mobile internet

	2024	
Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (broadband) pristupa	2 197 175	The number of subscribers of mobile Internet via a standard mobile broadband access
Broj pretplatnika mobilnog interneta putem namjenskog širokopojasnih (broadband) pristupa	19 058	The number of subscribers of mobile Internet via dedicated broadband access

G.11. Broj pretplatnika mobilnog interneta putem standardnog mobilnog širokopojasnog (broadband) pristupa
G.11 The number of subscribers of mobile Internet via a standard mobile broadband access



METODOLOŠKA OBJAŠNJENJA

Izvor prikupljanja podataka

Podaci o telekomunikacionim uslugama preuzeti su od Regulatorne agencije za komunikacije Bosne i Hercegovine (RAK BiH).

Obuhvat

Telekomunikacione usluge obuhvataju saobraćaj ostvaren u fiksnoj i mobilnoj mreži.

Unutrašnji saobraćaj u fiksnoj ili mobilnoj mreži obuhvata ukupno ostvaren saobraćaj unutar vlastite fiksne ili mobilne mreže prema drugim fiksnim i mobilnim mrežama.

Međunarodni saobraćaj obuhvata ukupno ostvaren saobraćaj u fiksnim i mobilnim mrežama koji počinje unutar Bosne i Hercegovine i završava izvan Bosne i Hercegovine.

DEFINICIJE

Telekomunikaciona usluga je usluga prijenosa, odašiljanja ili primanja znakova, signala, pisanog teksta, slika, govora i zvukova ili saopćenja bilo koje prirode koja se pruža žičnim, svjetlosnim, bežičnim ili drugim elektromagnetskim sistemima uključujući omogućavanje upotrebe tih sistema kao cjeline ili djelomično davanjem u najam, prodajom ili na neki drugi način.

Priključak je fizička mrežna priključna tačka preko koje korisnik pristupa javnoj komunikacionoj mreži, a uključuje sve tehničke načine pristupa, kao što su PSTN, ISDN, xDSL i sl.

Preneseni brojevi su telefonski brojevi koji su preneseni u druge mreže.

FTTx je pristup širokopojasnim internet uslugama realizovan putem optičkog vlakna.

xDSL (digitalna pretplatnička linija) je širokopojasni pristup internet uslugama realizovan putem upredene bakarne parice. Tu spadaju širokopojasne tehnologije kao što su ADSL, VDSL, HDSL, SDSL, itd.

Utrošene minute u fiksnoj i mobilnoj mreži obuhvataju ukupni saobraćaj ostvaren u unutrašnjem i međunarodnom saobraćaju izražen u jedinici vremena – minutama.

Fiksna mreža je telekomunikaciona mreža kod koje je međusobna povezanost svih elemenata ostvarena žično.

Mobilna mreža je telekomunikaciona mreža kod koje je međusobna povezanost nekih elemenata ostvarena bežično i time se omogućava uspostavljanje veza i u uslovima fizičkoga kretanja korisnika usluga te mreže.

SMS poruke (Short Message Service) su kratke tekstualne poruke.

MMS poruke (Multimedia Messaging Service) su poruke koje uključuju i multimedijalne sadržaje (npr. slike, muzika).

NOTES ON METHODOLOGY

Sources of data collection

Data on telecommunication services were picked up from Communication Regulatory Agency of Bosnia and Herzegovina (CRA BiH).

Coverage

Telecommunication services include traffic realized in fixed and mobile telephone network.

The domestic traffic in fixed and mobile network includes the total traffic realized in the own fixed and mobile network, the traffic directed to other fixed and mobile networks.

The international traffic includes the total traffic realized in the fixed and mobile network that starts within and ends outside the Bosnia and Herzegovina.

DEFINITIONS

Telecommunication service is a service of transfer, transmission or reception of signs, written text, pictures, speech, sounds or releasing of any kind rendered through wire, light, wireless or other electromagnetic systems, including the possibility of using those systems either as a whole or in part, through renting, sale or some other way.

Connection is a physical network connection point through which users access to a public communications network, and includes all the technical means of access such as PSTN, ISDN, xDSL, etc..

Ported numbers are phone numbers that have been transferred to other networks.

FTTx has access to broadband internet services realized through optical fibers.

xDSL (Digital Subscriber Line) is a broadband internet services realized via twisted copper pairs. These include broadband technologies such as ADSL, VDSL, HDSL, SDSL, etc.

Minutes spent in the fixed and mobile telephone network include the total traffic realized in the domestic and international traffic and measured by time units – minutes.

Fixed network is telecommunication network in which all elements are connected by using wires.

Mobile network is a telecommunication network in which some elements are not connected by using wires. In that way, a connection is possible even when users are physically moving.

SMS messages (Short Message Service) are short text messages.

MMS messages (Multimedia Messaging Service) are messages which include multimedia services (pictures, music).

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